HPE Installation and Startup Service for Windows® Cluster with Insight Control Software

HPE Lifecycle Event Services

The HPE Installation and Startup Service for Windows Cluster with Insight Control Software will configure two identically configured HP ProLiant DL series servers that have the appropriate Microsoft® Windows Server Enterprise Edition already installed into a 2-node cluster. Hewlett Packard Enterprise will install HPE Systems Insight Manager (SIM) and HPE Insight Control software on the cluster node configured as an HPE SIM central management server (CMS), as well as install and configure the appropriate Microsoft SQL Server Enterprise Edition (using licenses and media provided by you). The Windows cluster with SIM CMS will offer your HPE infrastructure management environment enhanced availability.

To have HPE Matrix Operating Environment or HPE BladeSystem Matrix installed and configured on your Windows Cluster CMS, order the additional HPE Insight Dynamics for ProLiant Installation and Startup Service or the HPE BladeSystem Matrix Implementation Service separately (see the "Ordering Information" section below).

Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist

- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

- Delivery of the service at a mutually scheduled time convenient to your organization

- Verification prior to installation that all service prerequisites are met

- A project manager to manage the implementation of the service engagement (Implementation Service only)

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVT)

- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed to by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	The service specialist will: • Provide pre-delivery consultation • Review the pre-delivery questionnaire and checklist to verify that the necessary technical prerequisites have been met • Assess the status of the two HPE ProLiant servers that the Customer will provide for the new cluster. • Discuss options for HPE Insight Control server deployment or HPE Insight Control server provisioning, HPE Insight Remote Support Advanced, and PxE, which are not supported on a cluster CMS • Enable the Windows Cluster service on the two Customer HPE ProLiant servers • Install and configure Microsoft SQL Server Enterprise Edition (Customer-provided licenses) on both servers • Install and configure HPE Insight Control (Customer-provided licenses) on both servers • Configure the cluster nodes to have HPE SIM and Insight Control primarily running on one cluster node, and Microsoft SQL Server running on the other cluster node • Enable failover clustering between the two cluster nodes • Verify that cluster nodes fail-over and fail-back appropriately
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

• All hardware is installed and operational (two HPE ProLiant DL series servers with a minimum of 16 GB memory each; 32 GB memory each recommended)

• The two server nodes need to conform to Microsoft Cluster networking requirements of "less than 500 milliseconds network latency" between the two servers

In addition, the Customer must have appropriate licenses for:

• Microsoft SQL Server Enterprise Edition (two licenses)

• HPE Insight Control (two licenses, minimum version 6.0)

Customer responsibilities

The Customer will:

• Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service

• Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

• Uncrate products and place the boxes in the immediate location where the installation service will take place

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

- Be responsible for all data backup and restore operations

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

- Service deployment on hardware covered by a third-party maintenance contract

- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

- Any services not clearly specified in this document

Ordering information

This service can be ordered using the following service part number(s):

UU963E or HA124A1#5PD HPE I&S Service for Windows Cluster with Insight Control Software

Customers who wish to have HPE Matrix Operating Environment or HPE BladeSystem Matrix installed and configured on a Windows Cluster CMS during delivery of this service should also order one or both of the following services, as appropriate:

- UF819E or HA124A1#59D HPE Insight Dynamics for ProLiant I&S Service

- UK831E or HA115A1#5NL HPE EBladeSystem Matrix Implementation Service

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support
www.hpe.com/services/lifecycleevent

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